

ANNOUNCEMENT NUMBER: 2011-128

OPEN TO: All Interested / All Sources

POSITION: Telephone Operator, LES-4; FP-AA
(This position is budgeted for the Local Compensation Plan)

OPENING DATE: December 27, 2011

CLOSING DATE: January 12, 2012

WORK HOURS: Full-time; 40 hours/week

SALARY: ₱ 279,693 per annum (Starting salary)
LES-4; FP-AA

NOTE: ALL ORDINARILY RESIDENT U.S. CITIZEN APPLICANTS MUST BE RESIDING IN THE PHILIPPINES AND HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMIT TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Manila is seeking a Telephone Operator in the Information Management / Switchboard (IM/SWB).

BASIC FUNCTION OF POSITION

Operates the M2250 Meridian Digital Console and its interfacing Mission database whose function is to maintain 24/7 telephone service for the U.S. Mission. Answers incoming calls in a quick, friendly and professional manner. Processes complex official calls of U.S. Mission employees with appropriate logs maintained for call accountability. Furnishes updated unclassified telephone numbers and names obtained through manipulation of Mission database which can be sorted by name or organization. During the midnight shift, conducts line checks and reports outages or any unusual activity to the Information Management Office/Switchboard Unit and/or Telephone Unit Supervisor. Controls usage of trunks and features of the Nortel Meridian 61C telephone during system malfunctions. Provides guidance to mission employees on how to use the features of their telephone numbers. Activates the mobile global text messaging service to update staff members in case of emergency situations or civil unrest. Monitors radio and TV stations during storm/typhoon conditions to advise the Information Management Office/Management Counselor of the

developments. Sends reports regarding daily visitors' summary from eCC.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address such selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of two years of college or university study in general coursework, such as mathematics, history, the arts, social sciences, or other courses is required.
2. Two years of experience as a telephone operator is required.
3. Level IV (Fluent) Speaking/Reading/Writing English and Tagalog language are required.
4. Knowledge of instructions and procedures governing the handling of long distance and overseas calls and giving out authorized information is required.
5. Ability to operate telephone switchboard equipment, manual or automatic, but preferably electronic consoles with speed and high degree of accuracy is required.

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.

5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

6. The candidate must be able to obtain and hold appropriate security clearance.

TO APPLY

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member ([DS-174](#)); **or**
2. A combination of both; i.e. Sections 1 - 24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **or**
3. A current resume or curriculum vitae that provides the same information found on the UAE (*see Appendix B below for more information*); **plus**
4. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. All Ordinarily Resident (OR) applicants must submit a copy of proof of their work and/or residency permits to be eligible for consideration (e.g. Alien Certificate of Registration, Immigrant Certificate of Registration).
6. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

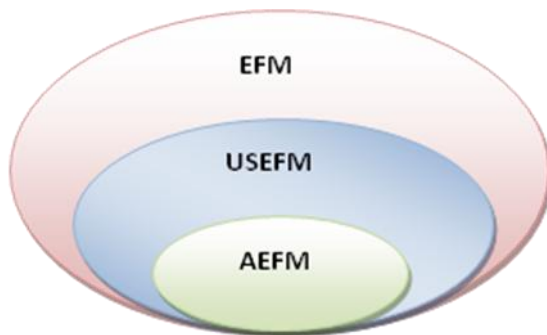
Human Resources Office
New Office Annex Building,
American Embassy Manila
Telephone: (632)301-2000 ext. 5169
Fax: (632)301-2399, Attention: HR Office
E-mail: mnlper@state.gov (please send as an MS Word attachment)

CLOSING DATE FOR THIS POSITION: January 12, 2012

The US Mission in Manila provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Appendix A DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a US-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a US Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:

1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. **Not Ordinarily Resident (NOR)** - An individual who:

- Is not a citizen of the host country; and,

- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)** - A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

Appendix B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Date and Place of Birth
- G. Current Address, Day, Evening, and Cell phone numbers
- H. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- I. U.S. Social Security Number and/or Identification Number
- J. Eligibility to work in the country (Yes or No)
- K. Special Accommodations the Mission needs to provide
- L. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- M. Days available to work
- N. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- O. U.S. Eligible Family Member and Veterans Hiring Preference
- P. Education
- Q. License, Skills, Training, Membership, & Recognition
- R. Language Skills
- S. Work Experience
- T. References

Approved:HRO:Michelle Burton
Cleared:IM/SWB:William Prespare
Cleared:FMC:Jeffrey Searce
Drafted:HR:JSA/baf